

# **Criminal Justice Information Sharing Program**

## **States Attorney Record Management System (STARS)**

### **Post-Implementation Review**



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## **Project Description**

Criminal justice agencies throughout the country have been involved in updating their technology to improve public safety. The number one thing all criminal justice officers are asking for is access to information. The purpose of the North Dakota Criminal Justice Information Sharing Program is to update criminal justice systems to allow real-time access to complete and accurate information. This will support better decision making when dealing with criminals and increase safety for law enforcement officers and the citizens of North Dakota.

North Dakota State's Attorneys have county-wide jurisdiction to prosecute alleged violations of the criminal statutes of North Dakota Century Code. The office also has certain obligations to provide legal advice to county officials and to defend the county against civil lawsuits. State's attorneys prosecute felony, misdemeanor and traffic offenses committed by adults, present delinquent and abuse and neglect petitions to the judge in Juvenile Court, to advise county officials in legal matters, defend the county against civil lawsuits and assist in the involuntary commitment of mentally ill persons into a mental health facility.

The future statewide State's Attorney Case Management System is important to the overall success of the CJIS program to in order to accomplish its goals. North Dakota is a low population state and it is important to leverage a case management system for multiple States Attorneys that may not otherwise have the means to implement a case management system. This case management system must interface with the CJIS Hub and other law enforcement record management systems throughout the state in order to share this vital information.

## **Project Objectives**

1. Implement a State's Attorney case management system software package (Justware Prosecutor) for statewide usage by State's Attorneys.

Results: A pilot group consisting of Burleigh County, Cass County, Grand Forks County, Mountrail County and Ward County, which included 70 users, now have access to Justware Prosecutor. Through this projects effort, ITD through the CJIS program has realized additional customer base by offering this system.

2. Implement a service of providing Justware Prosecutor statewide.

Results: Through the pilot efforts, a process has been built to allow additional State's Attorneys to gain access to the system. There is a standard agreement and process in place to bring new and additional agencies on board. Since the pilot an additional agency, Barnes County has joined. There are other potential customers. With the service in place and a dedicated Subject matter expert, the intent is to provide a quality product that will attract future customers. With a larger customer base, the intent is to steady user fees for customers. Without the statewide effort many of the smaller counties would not be able to feasibly obtain a States Attorney Case Management System. With signing with the statewide system integration to the CJIS hub portal is seamless for the counties, as this automatic with future projects. Through a service provided by CJIS, this reduces purchasing and project management of counties implementing their own system.

3. Convert existing counties SAMS data to new the new case management system.

Results: The two larger counties, Cass County and Grand Forks County's, SAMS data was converted into the new case management system. The converted data was supplied and verified for accuracy by the two counties.

4. Increase access to State's Attorney case management information.

Results: Each State's Attorney office is able to view the following information application wide through the web: Name, Demographic, Phone Number, and Email address and payment information. This was never done before as some did not have a system and the ones that had a system were not able to view the other's information. This is all available through CJIS hosting the application at the state level and providing a service to State's Attorneys. In the end information is shared amongst the users.

5. Increase State's Attorney process efficiency.

Results: The business charter stated an objective to decrease data entry time by 15%. At this time this objective is not fully realized and difficult to determine. The learning curve has been

different for each county involved in the pilot. The benefit for efficiency that users are realizing is the benefit of the software creating documents for them.

## **Benefits**

### **Tangible**

- Improved method of sharing data amongst agencies as it is a web based system utilizing a central database repository
- Allows a case management software package accessible to counties that otherwise would not be able to afford a system if purchased separately
- Reduced case management costs at the agency level, including administration of a system including hardware, software, security, and disaster recovery for agencies
- Future benefits to include shared information statewide to other criminal justice entities through the CJIS Hub

### **Intangible**

- Improved data quality, security and integrity
- Improved decision making based on current and accurate data
- Improved service to public by the agencies.
- Future benefit of information being shared at the CJIS Hub level

## Cost

The major cost was in the purchase of the Software. The following represents the best estimate of the one time costs of this project:

### Budgeted:

Software Application (117 Users)	\$ 239,700.00
SAMS Data Conversion	\$ 44,000.00
Templates/Reports	\$ 13,500.00
Training/Implementation	\$ 61,040.00
1 <sup>st</sup> Year Support	\$ 55,170.00
<b>Sub Total (Vendor Cost)</b>	<b>\$ 413,410.00</b>
Hardware	\$ 62,000.00
Project Management	\$ 25,000.00
<b>Sub Total (In House Cost)</b>	<b>\$ 87,000.00</b>
<b>Total Cost</b>	<b>\$ 500,410.00</b>

### Actual:

Software Application (117 Users)	\$ 239,700.00
SAMS Data Conversion (Grand Forks)	\$ 44,000.00
SAMS Data Conversion (Cass)	\$ 36,000.00
Templates/Reports	\$ 13,500.00
10 additional templates (Grand Forks)	\$ 2,700.00
Training/Implementation	\$ 61,040.00
Citrix upgrade	\$ 4,371.00
DRS – 2 additional license	\$ 750.00
Statue Text (ITD)	\$ 1,943.00
1 <sup>st</sup> Year Support	\$ 55,170.00
<b>Sub Total (Vendor Cost)</b>	<b>\$ 459,174.00</b>
Hardware	\$ 13,865.00
Project Management	\$ 27,371.00
<b>Sub Total (In House Cost)</b>	<b>\$ 41,236.00</b>
<b>Total Cost</b>	<b>\$ 500,410.00</b>

## Schedule

Phase	Start Date	Baseline End Date	*Approved Schedule End Date	Actual Start Date	Actual End Date
-Implementation	11/18/05	12/30/05		11/18/05	12/30/05
MS Data Conversions	11/18/05	02/14/06	03/24/06	11/18/05	03/24/06
Document Report Creation & Online Training	11/18/05	03/28/06	04/05/06	11/18/05	04/05/06
Initial Onsite Admin Training & Discussion	01/30/06	02/06/06	02/03/06	01/30/06	02/03/06
Unix & SQL Server 2000 database server implementation	01/03/06	01/30/06	03/03/06	02/06/06	03/03/06
Pilot Site I – Grand Forks County State Attorneys	11/18/05	03/15/06	05/03/06	11/18/05	05/03/06
Pilot Site II – Ward County State Attorneys	11/18/05	04/05/06	04/13/06	11/18/05	04/13/06
Pilot Site III – Burleigh County State Attorneys	11/18/05	04/26/06	05/25/06	11/18/05	05/25/06
Pilot Site IV – Cass County State Attorneys	11/18/05	05/17/06	07/13/06	11/18/05	07/13/06
Pilot Site V – Mountrail County State Attorneys	11/18/05	06/07/06	06/08/06	11/18/05	06/08/06

\* An additional 27 days were added to the schedule to account for the following issues:

- User Group comfort level with the application. It was felt to be beneficial to allow the pilot agencies more time to become acquainted with the application.
- User groups availability. The order of implementations was changed to accommodate changes to the Pilot agencies schedules due to leave of absences.
- Resignation of the CJIS Program Director and the resignation of the New Dawn Project Manager required transition time.

**Lessons Learned:**

- Face to Face meetings: Conference Calls were the main form of communication. Although conference calls worked, it was felt that a more productive approach would have been accomplished if everyone would have had more face to face meetings. It was felt more information would have been communicated with these types of meetings.
- Training: There needed to be more time spent on training on the application as well as the document builder GhostFill. The user group feels that a programmer's background is needed to fully utilize the document tool. An actual demo on the tool would have possibility set expectations at a more realistic level.
- Schedule: The schedule was very aggressive. It was noted more time should have been spent testing the application before production usage. This would have ensured the user group fully understood the system prior to going live.
- It was very beneficial to have the CJIS Subject Matter Expert involved in the system implementations. The CJIS SME was an aid in transition to the new system.

**Summary:**

The pilot agencies have indicated that the implementations went well. CJIS recognizes that there are obstacles to overcome. It is felt that the case management software implementation project has met its objectives and is a success.

With the project complete, the mechanism has been built to allow additional agencies to utilize Justware Prosecutor through a service offered by CJIS. The service allows a further customer base that wish to have the service. The system advances the future goals of the criminal justice information sharing program statewide. Through a future integration effort, the State's Attorneys case management information system will be shared through the CJIS Hub. This in turn makes available information for other justice agencies.